



**Scouts**  
NSW

**Scouts NSW**

**Position  
Description**

**Customer  
Experience Team  
Member**

## Purpose of the position

Baden Powell Activity Centre is a leader in group accommodation, school camps and outdoor learning, youth activity and bespoke outdoor options. The Customer Service position works amongst a diverse range of products and clients and within a small team in order to deliver exceptional service. Working under the direction of The Centre Manager, this position offers a diverse platform to grow the business.

A keen sense of what clients and the business's needs are and building administrative processes to suit will be required of the candidate, along with adapting old systems to suit the new format of business.

This position is fundamental to the growth of activity centres, both with existing and new clients and provides an exciting opportunity for the right candidate. Working within a vibrant team, this position will realise success through diligent administration practices, extraordinary customer service values, and an eager attitude to succeed.

## Reporting and Tenure

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### Direct Reporting Line

The Guest Services/Admin role reports to and works with the Centre Manager.

### Matrix Working Relationship Lines

Includes Activity Centre guests, school groups, community groups, other customers, Scouting groups, CAC/BPAC Activity Instructors, Centre Manager(s), Administration staff, Maintenance Manager, Caretaker, cleaning staff, catering staff, (Cataract Activity Centre) Ranger teams and other Scouts NSW volunteers, service suppliers (activities and elements specialists), Commercial Manager.

## Responsibilities and duties

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### Key Responsibility Area: Day to-Day operations

- Welcome all visitors and guests, either in person or via phone and answer or refer enquiries.
- Effectively manage the inquiry, quote and booking process.
- Manage and oversee the communication and information gathering process with visiting groups prior to their booking.
- Maintain all operating and booking systems to be up to date at all times.
- Administer the Activity Centres booking email address and website enquiry page to maintain customer enquiries are answered within a timely manner.
- General administrative duties as required
- Financial reporting is completed as required
- Continually liaise with the Centre Manager to assist in the coordination of groups and group activity programs.
- Liaise with guests to ensure all of their needs are met during their stay.
- Complete cleaning and maintenance tasks as required

The position will commit to driving excellence of the Activity Centres offering with customer satisfaction at the forefront of everything it does.



## Key Responsibility Area 2: Customer experience

- Communicate effectively with current and potential customers, building long-term loyalty with our customers and guests
- Provides activity experience which meets the needs and high expectations of our visitors and guests, and ensures compliance with industry policies, standards and procedures.
- Grows an intricate knowledge of the site and its offered experiences
- With the direction of the Centre Manager, contributes to the marketing of the site, via its social media presence.
- Greets and tours potential clients around the site.
- Works with fellow staff to provide the very best experience for all children to deliver fun and educational outcomes to the best of their ability.
- Leads by example, demonstrating the highest level of professionalism, customer satisfaction and respect that is required from all staff members.

## Key Responsibility Area 3: Business and program development

- Assists in the development of new products with the visitor experience in mind.
- Will continually participate in professional development to ensure quality control and best practice delivery.

## Key Responsibility Area 4: WHS and Scouts NSW core values and principals

- Demonstrate commitment and understanding of Scouts NSW core values and principals.
- Manage risks and ensure compliance with WHS to the highest standards.
- Ensure that all visiting groups are appropriately inducted and made aware of all aspects of site safety including hazards, property boundaries, and emergency procedures (including bushfire).
- Maintain compliance with relevant industry codes, including Scouts NSW Child Protection Policy.

Understand all Scouts NSW policies and procedures and demonstrate these standards towards all staff and visitors at all times.

## Qualifications

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- The applicant's successful application for the role will be subject to a satisfactory police check return in accordance with the Scouts NSW Child Protection Policy.

## Required Work Experience and Skill

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- Current 1<sup>st</sup> Aid and CPR
- Experience in office management or has a background with the administrative process
- A keen interest in tourism-related businesses

## Core Competencies Required

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### Knowledge and Experience

- A passion for outdoor education and providing outstanding customer experiences.
- Strong customer service ethic.
- A team player with strong team building, motivational and facilitation skills.



- Demonstrate strong sense of initiative, tact, and maturity.
- Exceptional interpersonal communication skills, including the ability to create strong relationships with staff and clients.
- Highly organised with the ability to multitask and meet strict deadlines.
- Excellent time management and ability to plan.
- Thorough, with ability to maintain excellent attention to detail whilst working under pressure.
- Able to work independently, autonomously and with limited supervision.
- Previous experiences in sales advantageous.
- A solutions-based mindset.
- Exceptional written communication and presentation skills.

## Acknowledgement and Agreement

### Acknowledgement

I, \_\_\_\_\_ (Employee name), understand the above job requirements, and that my fulfillment of these will form the primary basis of my performance reviews.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Commercial Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_

The Guest Services role is required to hold a current Working with Children Check clearance, a National Police Check and have undergone a background check.

